

IMPORTANT EMISSIONS RECALL

R69

This notice applies to your vehicle (VIN: xxxxxxxxxxxxxxxxx).

Dear: (Name)

FCA has determined that certain **2014 Jeep® Grand Cherokee and RAM 1500 Pickup** vehicles equipped with a 3.0L diesel engine may exceed exhaust emissions standards.

<i>The problem is...</i>	The selective catalytic reduction (SCR) catalyst on your vehicle is experiencing washcoat degradation, which may lead to the exceedance of exhaust emission standards.
<i>What your dealer will do...</i>	FCA will repair your vehicle free of charge. To do this, your dealer will replace the SCR catalyst. The work will take about 1½ hours to complete. However, additional time may be necessary depending on service schedules.
<i>What you must do...</i>	Simply contact your dealer right away to schedule a service appointment. Ask the dealer to hold the part for your vehicle.
<i>If you need help...</i>	If you have questions or concerns which your dealer is unable to resolve, please contact the FCA Group Recall Assistance Center at either fcarecalls.com or 1-800-853-1403.
<i>California residents...</i>	The State of California requires the completion of emission recall repairs prior to vehicle registration renewal. Your dealer will provide you with a Vehicle Emission Recall Proof of Correction Form after the recall service is performed. Be sure to save this form since the California Department of Motor Vehicles may require that you supply it as proof that the recall has been performed.

If you have already experienced this specific condition and have paid to have it repaired, you may visit **www.fcarecallreimbursement.com** to submit your reimbursement request online or you can mail your original receipts and proof of payment to the following address for reimbursement consideration: **FCA Customer Assistance, P.O. Box 21-8004, Auburn Hills, MI 48321-8007, Attention: Recall Reimbursement.** Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you've had previous repairs and/or reimbursement you may still need to have the recall repair performed on your vehicle.

In order to ensure your full protection under the emission warranty provisions, it is recommended that you have your vehicle serviced as soon as possible. Failure to do so could legally be determined to be a lack of proper maintenance of your vehicle. Further, without this repair, your vehicle may fail a state or local emission inspection test.

We are sorry for any inconvenience but trust that you understand our interest in clean air. Thank you for your attention to this important matter.

Customer Services / Field Operations
FCA US LLC